

**Commonwealth of Massachusetts
Department of Telecommunications and Energy
Investigation Into Service Quality Guidelines
Docket No: D.T.E. 04-116
Department Staff's Second Set of Information Requests to All Participants**

Request No. DTE-A 2-1

Would it be appropriate in the future for companies to enter into settlements or other agreements which would permit parties to deviate from the established SQ Guidelines? Explain.

Response:

Yes, as any settlement would be subject to Department approval. This would allow the Department to consider whether such settlements were justified on the basis of special circumstances, facts or a unique service quality program design. The approval process would require the settlement proponents to defend and substantiate any deviation from the established guidelines, and also allow interested parties an opportunity to provide comment on the merits of the settlement.

Person Responsible: Todd Bohan

Date: July 13, 2005